

Chesterfield / Colonial Heights

Inside CSA

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Spotlight on Success

What is a KUDOS?

We all know that it feels good to get a "pat on the back" for a job well done but here at the CSA Office we have started a practice to ensure people are given those "pats" when they earn them. In 2010, the CSA office started the practice of acknowledging people for their participation in FAPT by rewarding them with a "KUDOS". A Kudos is defined as "Acclaim or praise for exceptional achievement"....otherwise stated...being "called out" for a job well done.

At the conclusion of each FAPT day the teams suggest someone from the morning and someone from the afternoon who they would like to acknowledge. After the recipients have been selected by the team, a FAPT member takes the time to write them a personal note specifically stating what the team found worthy of recognition. Although a Kudos is merely a note card, we have found that it goes a long way to highlight a person's ef-

forts. The CSA staff also makes it a point to let supervisors know when staff members receive a Kudos - we want your bosses to know the great work we see around the FAPT table.

It is important to remember that Kudos are not just for staff members. We have also given Kudos cards to our wonderful partners - private providers. At the FAPT table we see provider's quality work, their connections to our youth and families and their commitment to addressing service and family needs. We proudly acknowledge their support by awarding Kudos when work is especially meaningful and on-target.

Perhaps though, the Kudos cards that FAPT members most like to write are to our youth and families. It is a great way to provide support as they work through some very difficult situations. Members often select a parent or child to receive a KUDO. Team members readily

notice the hard work that youth and their families are doing and want to let them know that we recognize and appreciate that work. Sometimes, the KUDO card serves as a vehicle of encouragement and support; acknowledging families' commitment to the process, treatment and each other.

We have received a tremendous amount of positive feedback regarding our Kudos. It has amazed us that such a small gesture can have such a large impact. The smiles and thanks we get the next time we see Kudos recipient are abundant. On several occasions youth and family members have shared how their Kudos card helped them to continue when they were ready to give up. Gerard C. Eakedale said that "Recognition is the greatest motivator." Through our Kudos program we have most certainly seen this to be true.

VALUES

The Chesterfield/Colonial Heights Community Policy and Management Team believes the family and home community provides the best environment for raising children and that collaborative activities ensure best service provision.

CSA MISSION

Our mission is to preserve families by providing community-based services for at risk youth.

CSA VISION

To ensure the provision of child-centered, family-focused, community-based services.

CSA BASICS

How Are We Doing?? A Look At Our Outcomes

Families and youth are asked to complete a survey when they attend FAPT meetings. We read and reflect on the feedback and comments submitted to provide us ideas on how to improve services through out the child and family system. We aim to work collaboratively as a system to best serve children in families in the community and the feedback is helpful for us to determine what areas may need attention. Overall, our community has improved family engaging efforts as indicated in the feedback we received this year from both families and youth. Although these surveys are positive, these results are not meant for us to relax our efforts. It is an acknowledgement that efforts are validated and needed to continue with the same energy to sustain these goals. Families responded with very positive feedback on how we are doing (76% survey return rate): We asked:

What we asked	Families Replied	How does this compare to last year?
How well is the communication from your Chesterfield or Colonial Heights local case manager?	93% Good to Excellent	9% Increase
How well were you informed about the FAPT process?	92% Good to Excellent	1% Increase
How much input did you have in the selection of service providers?	85% Good to Excellent	1% Increase
How well is the provider meeting your child's needs?"	90% Good to Excellent	1% Decrease
Do you feel that your child/family is treated with respect and dignity	90% Good to Excellent	3% Increase
How well did the FAPT use your child and family's strengths in planning for services?"	95% Good to Excellent	5% Increase
Has there been progress with the current services.	84% Yes	No Change
Would you recommend your current provider to others?	89% Would be Likely	3% Increase

Additionally, we inquire with the youth who participate in their FAPT meeting about their experiences. The average age of the youth who completed the surveys was 15.7 and 44% were female and 56% were male. There were 98 surveys returned with a 94% return rate. The youth responded with high marks to our community. I know that we can continue to engage with families

and

What we asked	YES	NO	SOMEWHAT
Were you asked to share your opinions during the FAPT meeting?	98%	2%	0%
Did the FAPT members listen to you?	96%	1%	3%
Do you feel like you were treated with respect during the FAPT meeting?	94%	2%	5%
Do you feel you were informed about today's meeting?	94%	5%	2%

youth to ensure that they are part of the team and process for services. Here is some of the youth s' feedback:

- ◆ I felt comfortable during this meeting.
- ◆ I liked FAPT it helped me very much and I'm getting the help I need.
- ◆ Only a little informed
- ◆ Thank you all so much
- ◆ I am mad at FAPT very much
- ◆ It was great.
- ◆ Have a blessed day!
- ◆ I want to thank all of you for what you are doing-it means a lot to me-you guys are great!
- ◆ I did like all of them - they were really nice. I was nervous at the beginning but at the end I felt good
- ◆ I feel like I'm being pushed around with all these group homes.
- ◆ I think that this next program will be of great help to me with my family problems and I look forward towards the future.
- ◆ I'd just like to say thank you for actually acknowledging how I feel and what I've done. It means a lot!!!
- ◆ The people were very involved with my own opinions about myself and I don't feel like everyone was talking around me. They were talking directly to me and hear everything I had to say.
- ◆ Thanks for the respect!
- ◆ I am really glad there are people like you who care about teens' feelings. Thank You Guys!!!!

RESOURCE UPDATE-SSI

The Supplemental Security Income (SSI) program provides a monthly cash benefit to individuals who are unable to work due to a disability, are blind, or elderly. SSI is a "needs based" federal welfare program providing benefits to those with little income and resources upon which to rely.

In order to qualify for benefits an individual must have a physical and/or mental impairment that prevents the ability to work for, at least, a period of 12 months. An individual claiming blindness must meet a strict vision standard but may qualify as "disabled" if unable to meet the strict blindness standard. An elderly individual is considered to be someone 65 or older. A child with a disability may also be eligible for SSI but the income and resources of the child's parent(s) will be considered.

All applicants for SSI must have little or no income and less than \$2000 in resources (\$3000 if a couple). Certain resources do not count toward this \$2000 limit - those include, the home you live in and a car.

Applications for SSI must be filed with the local Social Security Office. It is generally a good idea to call for an appointment or begin the application process by phone.

An applicant must fully cooperate in order for an application to be processed. Collecting medical records from doctors, hospitals and counselors will go far to assist SSA in their processing of an application. The initial application process can take between 3 and 6 months. If denied, a notice of appeal rights will accompany the denial notice. A denial must be appealed within 60 days of the notice. If an appeal is filed SSA will reconsider the application and collect new and updated medical evidence. An applicant may be asked to visit with a doctor for an examination. If the reconsidered application is denied, a hearing can be requested within 60 days of the denial. It is at the hearing stage that most applications are approved. The hearing will allow an applicant to talk with the person making the decision unlike the earlier reviews. With the assistance of a trained advocate the chances of success at the hearing are very good.

**CHECK
THIS OUT!**

COMMUNITY RESOURCE

PARENT-TEACHER RESOURCE CENTERS

Many school districts across the state of Virginia have Parent-Teacher Resource Centers. The mission of the Parent-Teacher Resource Center is to serve as a liaison between home and school. Their goal is to help all parents participate more fully and effectively in their children's educational development, as well as to support all teachers in gaining knowledge on diverse learners and other topics. The staff at the centers is composed of special/general education teachers and a parent information specialists. They promote a culture of excellence as they support families and schools in their efforts to produce self-directed learners. The staff assists families and schools in

- building a positive working relationship between home and school;
- understand the laws and responsibilities related to educating children;
- communicate effectively for the individual needs of children and
- developing and maintaining needed supports within the community.

Parent-Teacher Resource Centers provide many services such as case consultation, workshops, information packets, lending libraries and parent support and advocacy. Please check http://www.doe.virginia.gov/special_ed/parents/parent_resource_centers.pdf or a complete list of Parent-Teacher Resource Centers in the state of Virginia.

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Explain your role on FAPT.

I am the Chesterfield County Public Schools representative. I provide information regarding special education, discipline and family resources

How long have you been a FAPT member for Chesterfield/Colonial Heights?

I have been a member of the **ORANGE** FAPT Team for the past 7 years.

How did you get involved with FAPT?

I was asked by my supervisor to attend FAPT as the CCPS representative. I have stayed because I enjoy the entire FAPT process and it is a great place to get up to date community based resource information.

What do you like about being on FAPT?

I love the multidiscipline process, learning about community resources for youth and families and the supportive nature and comradery of our team.

What is your best and/or favorite FAPT success story?

My favorite FAPT success story is the adoption of a very involved, but deserving, young person. As a team we planned and provided years of services for him. It was wonderful to see such a happy resolution.

What is your favorite FAPT office holiday decoration?

Definitely HALLOWEEN!!

DID YOU KNOW.....

- ◆ Chesterfield County Public Schools will be holding it's annual Kindergarten Registration on April 19, 2012 between 9am and 7pm. Parents may call (804) 594-1726 or go online to mychesterfieldschools.com to find their home school.
- ◆ Chesterfield County Prevention Services offers a variety of educational classes targeting parents and children alike. See <http://www.chesterfield.gov/content3.aspx?id=3147> for a complete listing.

SAVE THE DATE

April 19, 2012

**C CDS Kindergarten
Registration**

A Word from the Web-Master

We wanted to remind you of an easily accessible resource to use for your CSA related work. We have an updated, user-friendly website just for our department, Comprehensive Services, which is at the ready for your use 24/7! To find us go to www.chesterfield.gov - select "Departments" at the top left of the page, scroll down to "Comprehensive Services" then click and use!!!

You will find our staff's contact information, access to all CSA FAPT paperwork (CSA Family Assessment and Planning Paperwork), resources for families, resources for workers, and our newsletters on our website. It really is everything you wanted to know about CSA, FAPT and MORE all in one spot, so please click on and surf around - we welcome your comments - feel free to give them directly to me, the CSA Web Master - Jane Lanham!

